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From: sunshine malone [mailto:malone7574@yahoo.com]**Sent:** Monday, July 19, 2004 7:21 PM**To:** Michael Powell**Cc:** malone7574@yahoo.com**Subject:** closed captioning services for the deaf and hard of hearing

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Federal Communications Commission
Office of the Secretary

Hello Mr. Powell,

What can the FCC do to help the hearing impaired enjoy equal access to services for items like movies on demand - a service that is provided through cable and various hotel chains? As a member of the deaf community, I feel that closed captioning should be provided for these services so that the deaf can fully appreciate the same access to public services as anyone else. A typical hearing person can order movies while on vacation, at home, or even when flying with any major airline - the movies are not closed captioned. In addition, channels such as CNN or other newstations can often be found in different programming slots to not being closed captioned, yet at other times they are. I have to share a portion of the costs that comes along with these services, yet I do not get to enjoy them. I would not think that these services should be cost prohibitive for these companies to add so that my wife and I dont have to be reminded that we are "disabled" when we try to use these services. In addition, I believe the deaf community has a right to stay informed of current events and not have to hire an sign language interpreter (which is cost prohibitive to us) in order to understand what is being said on t.v. or other places. I am currently trying to sort whether these types of services would fall under ADA law or under which title. I would appreciate an response and anything the FCC can do to provide better access for the deaf and hard of hearing people. I am forwarding a copy to Dianne Feinstein and a representative of Time Warner Cable in hopes to coming to an easy solution to these matters.

Thank you,

Charlie Malone

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